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CARILLON FINANCIALS SYSTEM

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The Carillon Financials commercial application supplements the State's SAP/ FINET Accounting system for the accounts receivable functions of the DABC. It is a PowerBuilder and Java client application utilizing an Oracle 9i back-end database hosted on the DABC Enterprise IBM Server.

The accounts receivable system manages the credit balances incurred by the Package Agency Stores throughout the State.

The hours of support required for the Compliance System are listed below.

Application	Support Hours	Days of Week
Carillon	8 am to 5 pm	Monday - Friday

Product Features and Descriptions

Feature	Description
Invoicing	Invoices are automatically produced for all products shipped from the warehouse to the package agencies through a custom program. Invoices are directly created in the accounts receivable system.
Accounts Receivable Aging	The accounts receivable system tracks and manages the amounts owed to the DABC by the package agencies. Past due accounts are tracked, interest charges assessed and statements produced.
Package Agency Payments	Payments received from package agencies are entered into the accounts receivable system to credit account balances.
Reporting	Most reporting is done within the commercial application. A small number of reports are produced using custom developed add-on programs to meet the specific/unique requirements of the DABC.

Program Interfaces	The application interfaces with the Escalate Retail (GERS) System, the licensing & compliance system, and SAP/FINET systems.
Custom Coded Functions	This commercial accounting system has been supplemented with some custom developed programs to meet the precise needs of DABC. These were either written in-house or by consultants and are being steadily migrated from Delphi to .Net/C#.
Data Extracts	Periodic transaction logs are created approximately every 20 minutes and transmitted to Richfield where they are applied to the backup & disaster recovery fail-over server. Additional data extracts are performed for the State SAP/FINET accounting system.
Program modifications	Program bug fixes and/or system enhancements are deployed on schedule as prioritized and agreed upon by the DABC executive management and the ITAC members.
System Response Time	The on-site server location provides instantaneous response to user requests including pricing & tax table adjustments, payment method reconciliations (cash, check, credit card and ACH), and subsequent upload to State FINET.

Features Not Included

Feature	Explanation
User Training	DTS does not support user training.
User Manuals	The creation and maintenance of user manuals is done by the DABC.

Rates and Billing

Feature	Description	Base Rate
Application DBA	Primary responsibility for the health and maintenance of all instances of the production database including load balancing, synchronization with the backup server in Richfield, backup and restore operations etc. Also includes liaison with software vendor for issues concerning the commercial application.	See DTS Approved Rate 1 DBA
Custom Code bug fixes and enhancements	Program, unit and beta test custom developed applications to fix reported bugs, research and fix discrepancies between the various package databases, program enhancements to existing applications as well as develop new application functionality as requested.	See DTS Approved Rate 4 Programmer/Analysts

Hardware Support	System hardware installation, environment, LAN/WAN connectivity, etc.	Support within established rates for DTS enterprise hosting, networking, & security staff as appropriate.

Ordering and Provisioning

Users of the Carillon Financials packages and/or DTS support personnel report application bugs (whether in the core package or custom programs) to the development staff using the Development Help Desk process currently in place. Core package bugs are reported to Carillon Financial Systems using their telephone support system. Custom program bugs are prioritized and resolved by the development group and reported to the agency's Information Technology Advisory Council (ITAC) on a regular basis.

Enhancement requests for program improvements or new functionality are made in writing to the Systems Development Supervisor, who logs them into the ITAC project tracking system. These requests are then discussed and prioritized in a formal bi-monthly ITAC review meeting.

The ITAC is comprised of the senior managers of the agency and the regional managers who supervise store operations.

DTS Responsibilities

1. Manage the DTS personnel resources to ensure efficient and effective support of the programs, servers, network, databases, hardware, and associated contracts.
2. Participate with the ITAC in identifying and prioritizing program fixes and enhancements to the custom developed applications.
3. Program, test and deploy modifications to the custom applications to fix reported bugs and implement enhancements to accommodate changes in business practices and/or user requests.
4. Interact with Carillon Financial Corporation to log and monitor progress of program fixes reported to them using their telephone support center.
5. Install new releases of the core package software delivered by Carillon Financial Corporation as required by the DABC.
6. Coordinate testing of all applications that interface with the Carillon Financials package whenever new releases or changes are installed.
7. Ensure that the various databases that interact with the Carillon Financials product are kept in sync on a day-to-day basis.
8. Assist the agency in defining requirements for enhancements to the custom programs or requests for new functionality. Raise issues to the DABC leadership when decisions need to be made related to how a change should be implemented form a business perspective.

9. Define technical requirements for enhancement requests and legislative mandates.

10. Support the network, servers and other hardware to ensure operational "up time" to the DABC office during hours of operation. This includes on-call time for business hours outside of normal working hours for DTS personnel.

11. Monitor database performance regularly and provide tuning when required.

12. Provide database support to ensure database instances are operational during hours when the application needs to be running. This does not require on-call support from the development staff.

13. Ensure that the nightly SAP/FINET export process is successfully completed.

14. Backup the database nightly and ensure recovery capabilities, including disaster recovery from the Richfield data center.

15. Provide desktop support to fix problems with equipment used to run the Carillon Financials core package and the attendant custom applications.

16. Maintain the ITAC Project Tracking program to ensure that user requests are visible, prioritized, developed and delivered as expected by agency managers.

17. Maintain other systems required to support the Carillon Financials core application, including Escalate Retail (GERS), Licensing and Compliance System and SAP/FINET.

18. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DTS will verify and test all existing mitigation controls that are associated with DTS responsibilities.

Agency Responsibilities

1. Participate in defining business requirements for changes being requested through the ITAC.

2. Report bugs discovered in the core product or any attendant applications using the System Development Help Desk procedures. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.

3. Perform acceptance testing of each new release of the core product and custom applications and report any problems to the Systems Development unit.

4. Write and maintain operation manuals explaining the processes required to use the applications. Provide user training as required.

5. Financing for the Carillon Financials maintenance fees and consultancy services.

6. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DABC will verify and test all existing mitigation controls that are associated with DTS functions.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Availability during production hours based on 9 Hrs/Day, 5 Days/Week (11,610 min/mo).	99% Availability 99% Availability

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	95%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%

DTS Product Description – DABC, CarillonPage

Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	95% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	95% of respondents satisfied